



## UNIPHI AT WORK

EASING SYDNEY CONGESTION



SP

## **BACKGROUND**

To support Sydney's growing population, the Easing Sydney's Congestion Program Office is working towards delivering significant improvements to reduce Sydney's congestion. Key initiatives include the delivery of the M4 Smart Motorway, the Parramatta Congestion Improvement Program and accelerated Pinch Point and Clearways Programs. AECOM was awarded the role of "Consulting Partner for Easing Sydney Sydney's Congestion Program Office" in 2016 and this contract was extended in 2018 to run through to the end of 2020. In addition to this partnership, AECOM sub-contracted HKA to support the implementation of the project.

ESC has a project team of 300 people. 150 of those are design engineers, whilst the rest are sustainability, environment, project managers and support staff.



## THE CHALLENGE

The project began to flounder from the beginning due to its scale and reporting requirements. The initial back off staff totalled 6 FTEs who worked extended weeks to:

- Onboard people
- Track timesheet changes
- Invoice the client
- Justify the invoice
- Complete financial estimates to completion

In addition, the design engineers were struggling to track progress across the portfolio as over 20,000 project and design stages were initiated by the client RMS.



## THE SOLUTION

UniPhi was initially onboarded to help fix the back-office issues by importing data from broken systems, reconciliation and correction of this data and then fast track roll out of timesheet training to ESC's 300 staff members.

UniPhi then incorporated the workflows designed by the engineers into the system with 12 design leads and 6 discipline leads allocating tasks via UniPhi to their teams. Design issue logs were maintained in the system and full collaboration was carried out through the tool to resolve these issues and progress the standard tasks.



## THE SOLUTION

### CONTINUED

Resource plans for each stage were uploaded from a spreadsheet and milestones were updated with the percentage complete. Each milestone was awarded an earned value percentage which was then incorporated into earned value reports at a stage (e.g. concept design), project (i.e. consolidated across all stages) and portfolio level (i.e. consolidated across the 20,000 project/stage combinations).

Post contract RFIs were managed by the design team in UniPhi during the delivery stage, resulting in response times reducing significantly.

Financial data was reconciled between Oracle system for AECOM and SAP system for RMS with the source of truth being UniPhi (which fed SAP via CSV upload.)



## THE BENEFITS

Due to the design team's ability to co-ordinate a larger resource pool and still drive progress, the overall program scope of work has now been reduced from **6 to 4 years to completion**.

Furthermore, fixing back-office issues by implementing UniPhi and providing timesheet training, reduced back office support from **6 to .8 FTE**.



## **ABOUT AECOM**

AECOM is a global provider of professional technical and management support services to a broad range of markets, including transportation, facilities, environmental, energy, water and government. With approximately 87,000 employees around the world, AECOM is a leader in all of the key markets that it serves. AECOM provides a blend of global reach, local knowledge, innovation and technical excellence in delivering solutions that create, enhance and sustain the world's built, natural and social environments. A Fortune 500 company, AECOM serves clients in more than 140 countries and had revenue of \$20.2 billion during the fiscal year of 2018.

More can be found about AECOM's contract from the eTendering website: <https://tenders.nsw.gov.au/rms/?event=public.cn.view&CNUUID=166D5622-09E2-7EBF-5AD67144653310B0>

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